



New Training Room Created at Lifelong Learning Center for use by UIM Modernization Training Team

Thanks to John Mahoney and with help from Bob Hays, Marlene Mueller, and other LLI and DWD team members, the first Unemployment Insurance Modernization training room was ready to go when classes began on October 21. Preparing the room involved extensive planning and attention to detail. John worked closely with the UIM team, IT, Procurement, SBC, carpenters and painters to make sure that all systems were up and running by the October 21 deadline. The new UIM training room is home to 25 new PC's and workstations. This state-of-the-art facility also has two Smart Boards which allows trainers to use this sophisticated high tech equipment to deliver training to the UIM team and those working closely with this group.



Lifelong Learning Institute's 2004 Calendar Coming Soon

Check DWITE, DWD's intranet website, for the LLI Catalog and the 2004 schedule of classes. The catalog gives additional information such as course descriptions and registration procedures. The calendars are in a user friendly monthly format and are easy to view and print for reference. If you do not have access to DWITE, this information can be found on the website: <http://www.in.gov/dwd/education/lli>.

LLI/IU School of Continuing Studies Partnership Training

January 27, 2004 Larry Robbin
Radar Approach to Youth Job Retention

January 29, 2004 Larry Robbin
*From Pink Slip to Paycheck: Success with
Dislocated Workers*

Check out this website for Workforce Investment Act related training.

<http://scs.indiana.edu/nc/lli.html>



ISO 9000

LLI Director, Mark Hollman and staff members, Bob Hays, John Mahoney and Carol Radke completed ISO 9000 training. Pilot projects using this quality assurance process were done in five areas of DWD. These areas are Procurement, the Helpline, Human Resources, Evaluation and LMI. ISO Audits (a look at the quality processes put in place in these areas) took place in November. All fared well in their first time use of this process.

Check Out These Websites!

Public Speaking:

<http://www.ljlseminars.com>

<http://www.gorin.com>

Training Information:

<http://www.activetraining.com>

<http://www.learnativity.com>

<http://www.trainseek.com>

<http://thiagi.com>

<http://www.newsletterinfo.com>

Celebrate Learning!

Coloring Outside The Lines

Jeff Tobe has always lived outside the lines. He dares to be different, to expect the unexpected and, as one of the top speakers and consultants in corporate America, to unlock the creative potential of everyone he meets.

For a decade, Jeff was an award-winning sales and marketing entrepreneur, the head of his own promotions agency and the recipient of five International Golden Pyramid Awards for creativity in promotions. He began speaking to organizations in his spare time and, after one engagement in 1992, Jeff was asked, "How much do you charge?" He paused and asked, "You mean you get paid for doing this?"

Jeff promptly sold his promotions firm, moved to Pittsburgh and changed careers. He's been successful because he's never been afraid to "color outside the lines." It's a concept he presents to more than 100 corporate clients each year, teaching organizations how to creatively manage the changes that affect their businesses.

Jeff challenges business executives to encourage change by giving employees the freedom to be creative and to look at what they do with an entirely new perspective.

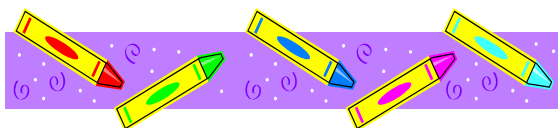
"Traditionally," he says, "companies have brainstorming sessions." Jeff doesn't like them. "It puts too much pressure on people," he says. "They're obligated to give answers and solutions at a moment's notice."

Jeff prefers "brainparking" meetings. "Let employees know what problem or challenge the company is facing," he explains. "Then give them a week to think about it. The mind is a wonderful thing and can spark a lot of winning ideas if it's given time to work."

"Too often, people only think of one right answer when, in reality, there are several right answers. The last one you discover - the one most outside the lines - may be the best."

"Dream a little," he says. "Solve old problems with new strategies. Try a fresh approach to your business. Like I tell my children, it's okay to color outside the lines as long as you don't fall off the page."

Source: SAM'S CLUB *Source* - July 2001



New from FranklinCovey

FOCUS:

Achieving Your Highest Priorities

Achieving Your Highest Priorities is FranklinCovey's next-generation productivity workshop for today's high-amperage work environment. In the new era of business, success is no longer measured by simply getting things done. It's the people who know how to focus on the most important goals that move their organizations forward—and enjoy a greater sense of job satisfaction.

This engaging, highly interactive workshop will help you think differently about how you spend your time as well as give you the tools to:

- Increase productivity by identifying and focusing on your top priorities
- Enhance chances of success by setting goals that align with your most important objectives
- Keep focused with a planning system that integrates the tools you use (planner, PDA, desktop)
- Effectively manage all the information that comes across your desk (e-mail, voicemail)
- Reduce stress by recognizing and eliminating low-priority activities and distractions.

A FranklinCovey Planner Starter Kit to help you stay focused on your highest priorities for an entire year is included in this exciting training conducted by Lifelong Learning Institute certified trainer Carol Radke. Available in 2004.



English vocabulary

(50 cent words for the quarter)

abjure - *To renounce upon oath: to reject solemnly; to abstain from*

syn-cre-tism - *The combination of different forms of belief and practice*

If the reader has any good 50-cent words, send them to the editors Peggy Wessol (pwessol@dwd.state.in.us) or Carol Radke (cradke@dwd.state.in.us).

New Training Available! Exploring Labor Market Information

- What does LMI mean?
(lame, mundane, insignificant, NOT!)
- How do they create all those great reports?
- How can LMI enhance your job skills?
- What in the world is INEWS?
- Are there LMI websites I can use to find the information I need?

This new training from the Lifelong Learning Institute can provide you with answers to all these questions...and more.

This is an interactive, one-day class combining the use of a CD-ROM, activities and internet search to increase your knowledge of LMI and help you learn how to use it in your daily work.

Exploring Labor Market Information can also be combined with Discover O*Net to provide a two-day training session including hands-on experience with O*Net online.

Tips on Technology



Does moving from the keyboard to the mouse and back slow you down?
Would you like to get rid of your mouse?
Then try using the keyboard shortcuts listed below.

CTRL+F	Find and replace
CTRL+X	Cut
CTRL+C	Copy
CTRL+V	Paste
CTRL+S	Save
CTRL+P	Print
CTRL+A	Select All
CTRL+Z	Undo
CTRL+Y	Redo
F7	Check spelling (Where Available)
SHIFT+F7	Thesaurus (Where Available)
CTRL+N	Open a New File
CTRL+N	Open an Existing File

Look in this space in upcoming issues for more keyboard shortcuts and other tech info.

****Did you know that speaking before a group is the greatest human fear according to one version of the "Book of Lists"?**

Understanding Spanish

With the immigration of Spanish speaking people, many individuals have an interest in speaking and understanding Spanish. To help our readers who wish to learn more about Spanish this column will include background information, phonetics, and vocabulary.

Spanish is the official language of Spain and the native language of roughly 350 million people worldwide. Many of those people live in the other countries where Spanish is the official language: Argentina, Bolivia, Chile, Colombia, Costa Rica, Cuba, the Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay, and Venezuela. Spanish is also the official language of the commonwealth of Puerto Rico and is widely spoken in several other nations, including Canada, Morocco, the Philippines, and the United States.

Spanish is a member of the Romance language group and has two major dialects: Andalusian and Castilian. These dialects generally differ in pronunciation of the letter combinations ce, ze, and za. Speakers of the Andalusian dialect pronounce these combinations with an "s" sound, while Castilian speakers pronounce them with a "th" sound.

Security Beefed up at Old Trails

In order to ensure (as best as possible) the safety and security of LLI staff and class participants, keypads have been installed on the outer and inner lobby doors. Shortly after trainees arrive for class, they will be given guest codes that will allow them access to the training center for the duration of their training. Once training has been completed, the guest codes will be changed. We apologize for any inconvenience that this new system might cause our students.



Lifelong Learning Institute



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ICEBREAKER

Before connecting your trainees with the content you're going to be teaching them, connect them with each other first. Use icebreakers, trust-building activities, energizers or anything that is fun and low-risk and that will get them up and moving and talking with each other.

Connecting Activity #1: TENS

“**TENS**” is an acronym for “Touch, Eyes, Name, Smile.” Model doing a **TENS** with a volunteer. You stand facing the volunteer, shake hands, make eye contact, say hi and the volunteer's name, and smile. Thank the volunteer. Then tell the participants they will have exactly 45 seconds to do a **TENS** with as many people as they can. Start the clock and join in. At the end of 45 seconds sound a noisemaker to signal stop. Make the time shorter if the group is small (under 20), or longer if it's a large group (over 50).

Source: Sharon Bowman, “Presenting with Pizzazz”, 1997, pp. 72-73



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